CENTERS FOR MEDICARE AND MEDICAID SERVICES

CONSOLIDATED INFORMATION TECHNOLOGY

INFRASTRUCTURE CONTRACT (CITIC)

GROUP TECHNICAL DISCUSSION

Tuesday, September 25, 2001

7500 Security Boulevard
Auditorium
Woodlawn, Maryland

9:00 a.m. - 11:47 a.m.

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A G E N D A

MORNING SESSION, 9:00 am - 12:00 noon

o Welcome and Administrative Matters
   o Government Paperwork Elimination Act
   o HIPAA
   o Change Management & Configuration Management
   o Submitted Questions:
      o Data Extraction and Release (DESY system)
      o Disaster Recovery
      o Enterprise Resource Management
      o Technical Library
      o Tier 3
      o Videoconferencing
      o Web Services
      o Webcasting

AFTERNOON SESSION, 1:OO pm - 5:00 pm

o Interaction Discussion
   o Contract Related Issues
   o Service Level Agreements

o Discussion Wrap-up

1   P R O C E E D I N G S

2   [Time noted: 9:08 a.m.]

3   MS. BERARDINO: Good morning. I heard the

4 room got real quiet and everyone was waiting on me. So,

5 sorry about that.

6   Welcome to our last technical discussion. I am

7 sure there are mixed feelings about that; some good,

8 some bad.

9   I apologize. We had scheduled originally --

10 there will be some changes to the agenda -- some experts

11 on the Government Paperwork Elimination Act and HIPAA

12 compliance -- unless you are here and I just don't

13 recognize you -- they are not here yet. Hopefully they

14 will come in a little late and we can just reorder the

15 agenda.

16   But we are going to start off with a description

17 of the DESY system. There were some questions on that

18 at one of our last meetings. So hopefully we have the

19 right experts in the room to talk a little bit about DESY.

20 And you should have received, each on your table, a

21 packet which includes some information about the DESY

22 system. So with that, I will turn it over to Chip Garner.

23   MR. GARNER: Chip Garner, ADG. The first

1   question was pertaining to: Please provide a presentation

2   on the DESY data extraction and F-tape data release

3   systems since we assumed, based on the TORP, that we

4   will be responsible for supporting these applications. We

5   are specifically interested in getting detailed information

6   on the system architecture, process flows, and monthly

7   job run and related tape.

8   We've provided all of the architectural info in

9   the supplemental power point presentation file. I don't

10   know if everybody's got that yet or not, Bridget. Has that

11   been sent out?

12   MS. BERARDINO: I'm sorry, what?

13   MR. GARNER: Has that already been sent out to

14   everybody? Because I forwarded it to you.

15   MS. BERARDINO: Yes, they have that on their

16   table right now.

17   MR. GARNER: Okay. The monthly job runs and

18   related tape activity statistics are essentially in our job

19   scheduling reports. I do not have the detailed statistics

20   at this point in time. What we can say is essentially it's

21   ad hoc somewhat in nature. There is a scheduling facet

22   to it. It is somewhat recent in the datacenter. The best

23   thing to say, that it is the largest running application

1 datacenter at this time and is expected to be so; to give

2 you some idea of the capacity and types of activities you

3 have to worry about with that.

4   I don't know if that answers everybody's

5 questions pertaining to DESY or not.

6   [No response.]

7   MR. GARNER: Okay. I'll continue on to this

8 second question then.

9   With respect to the data extraction the TORP

10 also indicates the need to support additional data

11 extraction applications. Can we please be provided with

12 more detail on exactly what applications need to be

13 supported now and in the future?

14   This is essentially talking about the ETL tools

15 that extract, transform and load types of tools, COTS and

16 GOTS products that we may bring in here that will help

17 facilitate populating various data repositories both in the

18 first tier and the second tier, for whatever data analysis,

19 data mining, data mart, or other types of data

20 requirements based on the business community's needs.

21   We do not have a standard ETL tool in place at

22 this moment. We are still investigating various options at

23 this point in time. But that is what that is pertaining to.

1   Is that sufficient?

2   [No response.]

3   MR. GARNER: I see a lot of affirmatives,

4 Bridget.

5   MS. BERARDINO: I saw some pens moving. I

6 was waiting to see if that sank in yet. If anybody has

7 anymore questions about DESY?

8   [No response.]

9   MS. BERARDINO: Okay. Just to keep everyone

10 on their toes, I'm going to move another agenda item up

11 -- because we have a scheduling conflict -- to talk about

12 the Change Management and Configuration Management.

13 I think there was still some confusion the one of our last

14 meetings about the change management and configuration

15 management here at CMS. And I think Ron Gowers and

16 Elaine Wiggington are the two subject matter experts to

17 talk about that. But, before I turn it over, I just want to

18 make sure everyone understands there are two types of

19 change management. One is for the infrastructure and

20 one is for CMS applications and we will try to make it

21 clear which one we are talking about. I think that is

22 where a lot of the confusion has come in. The CITIC

23 contractor is primarily responsible to the piece related to

1   the infrastructure; not the CMS-developed applications.

2   So, with that, I will look down to Ron and hope

3   he can give a little bit of a summary of this process.

4   MR. GOWERS: Okay. Ron Gowers, TMG. I

5   think we confused everybody along the way with change

6   management and configuration management as we look at

7   it here.

8   Change management to the datacenter, to the

9   operational side, is just tracking changes to the

10   infrastructure. We have a process by which we submit

11   through the IBM Infoman system to keep track of changes

12   that affect the LAN infrastructure, LAN equipment,

13   datacenter equipment, mid-tier equipment, anything that

14   has to do with the enterprise infrastructure is tracked

15   through IBM Infoman. And each week we have essentially

16   a committee of both government and our facilities

17   management contractor and we meet weekly to discuss

18   which changes are going into effect on this coming

19   weekend.

20   We try to do changes normally on weekends.

21   We schedule downtime for the mainframe usually on

22   Sundays and we try to put -- you know, compress

23   everything into a maintenance window. We do have

1   provisions and we do have -- you know, we can deal with

2   emergency situations where we track both emergencies

3   and regularly scheduled events through our change

4   management.

5   In order for a change to go into effect there

6   needs to be a sponsor on the government side. There are

7   also approvers on the government side that, you know,

8   that we have datacom approvers, we have mainframe

9   approvers, depending on the area there are certain

10   systems experts that have to sign off before any work is

11   done. And these are discussed at the weekly change

12   management meeting, usually on Wednesday afternoon

13   and that's it.

14   Now, from a configuration management/change

15   management as it applies to applications, I would like to

16   ask Elaine Wiggington to say a few words to clarify that.

17   MS. WIGGINGTON: Elaine Wiggington, SQG.

18   Application configuration management is done on the

19   mainframe with Endeavor for everything except Model 204

20   user language code. We do version control of software

21   only at this time. We use SIRLIB for the M204 language

22   code, but the change deck for the SIRLIB releases are

23   actually sent to production services via an endeavor

1   release package. They include the dataset name of the

2   change deck for the SIRLIB update in the release package

3   for endeavor.

4   For the nonmainframe environments, we do not

5   have an enterprise tool, but we are, at the moment,

6   piloting PVCS dimensions. We are going to be installing

7   Version 7 next month. And we'll be doing a pilot with a

8   few, eight to ten applications, trying to include the

9   various nonmainframe environments so we can actually

10   evaluate it for all of those environments.

11   We do application change management for

12   Legacy system with the Peregrine service center change

13   management. Currently we have the Medicare Change

14   Control Board using the Tivoli change management. We'll

15   be installing the Peregrine Service Center for change

16   management use next month.

17   And, we have a project in progress right now to

18   convert the existing Tivoli database to an Oracle database

19   to be used with the Peregrine Service Center and to

20   migrate over those users, get them comfortable in the

21   Peregrine Service desk. And, we'll also be automating the

22   existing enrollment database change control board, and

23   bringing up the Medicare beneficiary database change

1   control board. Those are the initial boards that we're

2   putting into the Peregrine change management tool.

3   As we assist other of the major applications in

4   actually creating their change control boards and

5   understanding that their processes work for them and

6   with the forms they're going to use, how they're going to

7   use their processes. Once we know that those work well

8   for them, then we'll automate those in the tool.

9   On the mid-tier side or the nonmainframe side,

10   we expect that Dimensions will be able to supply the

11   change management capabilities that we're using in

12   Peregrine for the Legacy mainframe systems.

13   We also have a project in progress right now to

14   look at Agency policy for change management and to put

15   in place a framework for a full ASCM environment so that

16   change management will be required for all application

17   systems. And when we actually complete that and the

18   policy is released, we'll be doing a phased migration of

19   applications. We won't put them all into that

20   immediately.

21   Do you have any questions?

22   [No response.]

23   MS. BERARDINO: I guess it must be crystal

1   clear now.

2   [Laughter.]

3   MS. BERARDINO: Okay. Skipping around the

4   agenda again, we did get a set of questions from

5   everyone. So we are going to go down the list of the

6   different topic areas and have the associated subject

7   matter experts try to answer those questions. Then that

8   allows you to go ahead and ask follow-up questions. So,

9   with that, I think we're going to move into disaster

10   recovery which would be Ron Gowers and some other

11   people maybe.

12   MR. GOWERS: Okay. Ron Gowers. I think I

13   can answer this first one. In fact, I may be able to

14   answer all of them.

15   Question, Attachment J.11.a, mainframe

16   recovery center. The hot site calls for two three-day tests

17   per year. Attachment J.11.b, work area recovery center.

18   This attachment calls for one 24-hour test per year. We

19   believe that the number and hours of work area tests

20   should coincide with the number and hours of hot site

21   tests. For example, the work area tests should be

22   something like two day tests per year; is this assumption

23   correct?

1   And the assumption, yes, that is correct. They

2 should coincide.

3   The second question, C.3.2.2.1 or .12, rather,

4 .2, disaster recovery site and work area. We understand

5 an amendment is due out to reflect the immediate

6 accommodation for 100 personnel at the work area facility

7 at time of disaster. During hot site tests, will 25

8 workstations at the work area be adequate?

9   Yes, 25 workstations is adequate, during times

10 of test.

11   MS. BERARDINO: Are there any questions?

12   MS. FELDPUSCH: Pam Feldpusch, CSC. Ron, on

13 that -- actually on both of those answers will amendments

14 be put out to the statement of work? Because it's

15 changing the number of tests required for the work area?

16   MS. BERARDINO: Yes, we'll get an amendment

17 out shortly.

18   MS. FELDPUSCH: Okay. Good. Thank you.

19   MS. BERARDINO: Are there any other questions

20 about disaster recovery?

21   [No response.]

22   MS. BERARDINO: Okay. With that we'll move

23 down to the next topic which is enterprise resource

1 management. I believe Dave Januchowski is going to

2 answer those questions.

3   MR. JANUCHOWSKI: I'm going to try to answer

4 these questions. Dave Januchowski, CMS.

5   Please provide a discussion on any enterprise

6 resource management projects in addition to the Tivoli

7 activities already discussed that CMS may have already

8 undertaken? And, in addition we are interested in

9 discovering more about the status of this IT process over

10 and above what is discussed in the ITA.

11   My assumption is when you say "ERN" you mean

12 "EIN" in our department exercise. We've already laid out

13 all of the initiatives under the department exercise. The

14 only additional thing we have is the one that Elaine spoke

15 of earlier and that is the Peregrine Service Center. That's

16 the only other project going on.

17   MS. HARMON: And just to clarify, the service

18 center, there are basically two modules. There's the piece

19 that works with the help desk and there's a piece that

20 does change management. It's sort of rolled into one.

21   MR. JANUCHOWSKI: And the second part of

22 that question about the process, what we have done here

23 at CMS is we have federal staff assigned as leads to each

1 department project. And we just had a kickoff meeting

2 about two weeks ago and that was to lay out some of the

3 goals of this team. And the major goal is for us to be

4 able to report to the CIO in a concise manner. So that's

5 the only other process that we have in place at this time.

6 Yes.

7 MR. TETEAULT: David Teteault with CSC. You

8 had mentioned with the installation of service center that

9 there was a change management piece and a help desk

10 piece, are both of those pieces going to be implemented

11 at the same time?

12 MS. HARMON: I doubt that they'll be

13 implemented at the same time, but we are working on --

14 MR. TETEAULT: Are they going to be

15 implemented --

16 MS. HARMON: -- the service desk piece on the

17 help desk piece now.

18 MR. TETEAULT: Okay. And --

19 MS. HARMON: Which replaces the Tivoli. I

20 believe we are -- help me out here. Debbie Wargo.

21 MS. WARGO: Debbie Wargo, TMG. The change

22 management piece that Elaine Wiggington was talking

23 about with the Peregrine product, that's going to go up

1   first with the base system and the change management

2   piece sitting on top of that. And then we will be

3   deploying the actual piece that will replace the EA expert

4   advisor software. Then we'll be going into that. But as

5   of yet that project has not begun yet.

6   Does that answer the question?

7   MR. TETEAULT: Partly. I was wondering if

8   service center for help desk was actually going to be in

9   place in the help desk at the time of, I guess, contract

10   award?

11   MS. WARGO: The award? I don't know. It

12   depends on whether or not we get money. To be honest.

13   MS. HARMON: No, that's perfectly okay.

14   [Laughter.]

15   MS. HARMON: We would like it to be there at

16   the time of award, but it really depends on the budget

17   and whether we get the money that we've asked for on the

18   budget. And that's probably the best way to answer the

19   question.

20   MS. WARGO: Right.

21   MS. HARMON: Which is a yes/no kind of

22   answer.

23   MS. WARGO: Right. That's the direction we are

1   moving in, is the best way I can answer the question.

2   That is the direction we are going in.

3   MR. TETEAULT: Okay. Thank you.

4   MS. HARMON: Thanks, Deb.

5   MS. BERARDINO: Are there any other questions

6   about EIM?

7   MR. SHARPSTEN: Eric Sharpsten, Lockheed

8   Martin. And it wasn't my question, but typically when

9   people talk about ERP systems they're not talking about

10 ERM systems. And I guess now it's kind of tickled a

11 thought in my brain is that we do need to know a little bit

12 about ERM systems. With ERM systems we are really

13 looking -- with ERP systems, I'm sorry, we're looking at

14 things like SAP, peoplesoft, things that the business uses

15 to run the business or they're doing business to business

16 strategies. Now, those will impact the infrastructure and

17 the operations. Is CMS presently pursuing any of those

18 projects?

19   MS. HARMON: I guess I'll answer this one.

20 Yes, we are looking at -- and this is in conjunction with

21 the department and part of the EIM activities --

22 implementing peoplesoft. The time frame is we are just

23 now beginning the thought process on it. I don't believe

1   it will happen in 2002. Certainly there is work starting

2   on how we will go about implementing it. There is also

3   in conjunction with the department an optive is a

4   replacement for the time and attendance system that we

5   currently use. We currently use a DOS-based system. It's

6   a web-based system is the new one. That's about as

7   much as I can talk about on that one.

8   MR. SHARPSTEN: Is HHS taking the lead on

9   those?

10   MS. HARMON: Yes. Actually the time and

11   attendance product is something the they've pretty much

12   -- I think I'm right on this -- distributed among all of the

13   optive. We are one of the last ones to be implemented

14   with a 2003 -- do I have that right -- with a 2003

15   implementation date.

16   MR. SHARPSTEN: Is there a consolatory role or

17   consultative -- a consultant role --

18   MS. HARMON: It doesn't matter, I get it.

19   MR. SHARPSTEN: My words are getting the best

20   of me -- from CMS's portion? So CMS would be required

21   to consult with HHS to --

22   MS. HARMON: Yes.

23   MR. SHARPSTEN: -- to build?

1   MS. HARMON: Yes. HHS is helping us, if you

2 want to call it. Yes, they're helping us with how to

3 implement it.

4   No comments from the peanut gallery.

5   [Laughter.]

6   MS. HARMON: We know how consultation

7 works.

8   MR. SHARPSTEN: I was actually curious if it

9 was a matter of, here's something, go install it. Or if it

10 was, let's get together and design something. It sounds

11 like it's the latter?

12   MS. HARMON: It's already been designed and

13 they picked the product that they're using because it

14 doesn't have a lot of customization on it. And they don't

15 want us to customize it a lot because they're trying to do

16 one-size-fits-all kind of situation. I am hesitant to go

17 into a lot of detail about it, but I will give you as much as

18 I can. It also has not been negotiated with our union yet.

19   So it is an issue and we have a lot of non -- what we call

20 "nonbargaining units" sitting in the back of the room

21 here.

22   All I can is that there are some very particular

23 policies that CMS has that the rest of the optive do not

1   have such as family leave. Our family leave policy is

2   different than that of OPM. There are a couple of other

3   distinctions and so there has to be a way that we take this

4   system and customize it to a point where we can at least

5   register leave without it being observed as, you know,

6   against the rules. So we are struggling with that. That's

7   why the implementation is not until 2003 and how to deal

8   with that one-size-fits-all thing.

9   On the peoplesoft we are just -- the Department

10   is just now thinking about that. We would be one of the

11   first optive that will implement it. If that means anything

12   to anybody.

13   And we've only had maybe probably five

14   meetings, it could be a little more than that, on just

15   general discussions about it; how to do it.

16   MS. BERARDINO: Any other questions on this

17   topic?

18   [No response.]

19   MS. BERARDINO: Okay. I'm just trying to

20   make sure people are paying attention. I'm going to

21   change things here on the agenda a little bit more.

22   There were some questions on the phone switch

23   that didn't make it on the agenda. But Angela Morris is

1   here and she's going to try to tackle them because she's

2   actually getting paged, so we want to get her while she's

3   still here. So, with that, I'll turn it over to her.

4   MS. MORRIS: Good morning. Good morning.

5   [Chorus of good morning.]

6   [Laughter.]

7   MS. MORRIS: Okay. We all are in this thing

8   together. Hahaha, made you all laugh.

9   I'm Angela Morris, TMG. The first question I

10   have is: Are the audio bridge scheduling and the

11   operator schedules a CITIC responsibility?

12   And the answer to that is: No, the scheduling

13   and the operator services is actually handled by a CMS

14   employee that is in another division. However, again, if

15   there are -- the CITIC contractor would be responsible for

16   any monitoring sometimes, or if there is a scheduling

17   problem they actually intervene in that instance. But for

18   the most part, that responsibility is with CMS.

19   Is there any voice charge back responsibilities

20   such as Microcall reporting included as a CITIC

21   responsibility?

22   We do not have a bill back, per se, from the

23   Microcall. We do have, for instance, like the credit union

1   that has their own lines that they pay for themselves. But

2   they do not use Microcall for that. We do not use

3   Microcall as a charge back system here at CMS.

4   Approximately how many PBX station ports are

5   at the Lord Baltimore site? And that's approximately 150.

6   And how many are actually at Governor's Court?

7   And that's approximately 130.

8   And then the next question is: Briefly describe

9   the major alarm reporting process for the voice system at

10   CMS?

11   The way that our alarm process works because

12   of how the Siteman is connected to the Fujitsu switch,

13   Fujitsu sends the alarm to Siteman, Siteman is then

14   monitored by the current contractor. At that point they in

15   turn inform the appropriate government personnel such as

16   myself, Jethro Hooper, and so on up the line.

17   Is that pretty clear for everyone? You all had

18   that blank look again like when I said "good morning".

19   [Laughter.]

20   PARTICIPANT: It's clear.

21   MS. MORRIS: It's clear.

22   Is voice network capacity planning a CITIC

23   responsibility?

1   Yes, it is.

2   Is voice network configuration planning a CITIC

3   responsibility, ensure dedicated toll-free services where

4   possible as well as lease cost routing design?

5   Yes, most definitely.

6   Are any advance feature voice network services

7   the responsibility of the CITIC contractor such as network

8   allocator changes and area code routing changes?

9   Yes.

10   Are processing voice network orders a CITIC

11   responsibility?

12   The answer to that is yes, but I want to make

13   sure when we say "voice network" that we are talking

14   about CMS central site, Lord Baltimore Drive and

15   Governor's Court and we are possibly looking at a third

16   off site building or changing the current one of the two

17   that we presently have. Only those areas when we're

18   dealing with network. Again, I reiterate, we do nothing

19   with the regions from a voice communications standpoint.

20   Is there voicemail networking with other sites?

21   The answer to that is, yes. Again, with Lord

22   Baltimore Drive, and Governor's Court.

23   And who maintains this?

1   The current communications -- voice

2   communications contractor maintains that.

3   Does CMS have a service agreement directly with

4   Fujitsu?

5   No, we do not. We have a service agreement

6   with our current voice communications contractor which is

7   FORTRAN.

8   Any other questions?

9   [No response.]

10   MS. MORRIS: Don't be scared. I won't say

11   anything else.

12   MS. BERARDINO: Last change because Angela

13   was paged. I know she will really want to come back, but

14   just in case.

15   [Laughter.]

16   PARTICIPANT: We'll give you a better welcome

17   the next time.

18   MS. MORRIS: I appreciate that.

19   [Laughter.]

20   MS. MORRIS: I really was paged.

21   [Laughter.]

22   MS. BERARDINO: No one else can be paged

23   today, just to let you know.

1   With that, we are going to move to the technical

2   library. I think Ron Gowers is going to try to tackle some

3   of the questions we got on that.

4   MR. GOWERS: Ron Gowers, TMG. With respect

5   to the technical library, can you provide an estimate of

6   the number of documents currently in the technical

7   library? Please provide a copy of the library catalog.

8   We can do that. We've requested a catalog.

9   Just yesterday we were working on these questions and

10 we gave kind of late notice. So as soon as we get that

11 document we will distribute it through Bridget. And, you

12 know, she can make sure everybody has a copy of it.

13   The second part, RFP paragraph L.9 assumption

14 states that there are other documents that are not, and

15 should be, in the technical library.

16   Yes, that's probably true.

17   [Laughter.]

18   MR. GOWERS: I mean, it has a question mark

19 here, but --

20   [Laughter.]

21   MR. GOWERS: Is that a question? I can't

22 identify them.

23   [Laughter.]

1   PARTICIPANT: [Off mic.]

2   MR. GOWERS: That's right. We don't know

3   what we don't know.

4   I think as far as the technical library is

5   concerned we are willing to take recommendations on

6   what should or should not be in there. I'm sure there is

7   information in there that is obsolete. An example would

8   be the documentation from when we designed the

9   datacenter when we moved in this building is in that

10 library. It's probably no longer a pertinent document and

11 possibly shouldn't be in there.

12   In an earlier discussion, one of the questions

13 earlier on was, would we entertain an online technical

14 library? I think the answer then was yes. So, throw

15 something at me, Bridget, if I'm stepping on the TORP or

16 anything, but --

17   MS. BERARDINO: I think that assumption

18 mainly refers to a lot of the documentation we have as

19 mainframe-related and the technical library right now.

20 And we don't have a lot on the Tier 2 information. That

21 would probably be needed since Tier 2 sort of emerged on

22 the scene recently. So I think that assumption was just to

23 let the bidders know that.

1   MR. GOWERS: So I guess, yes, we will provide

2   that information that we have and we are open to

3   suggestions on how we can do a better job with our

4   technical resources.

5   MS. BERARDINO: Are there any other questions

6   about the technical library?

7   [No response.]

8   MS. BERARDINO: Boy, it got quiet.

9   The next item we have on the agenda are some

10   questions received about Tier 3. Is Marianne here?

11   MS. HARMON: No, she's not.

12   MS. BERARDINO: Hold on, we have a casting

13   change.

14   MR. McMENAMIN: Brian McMenamin from TMG.

15   The question specifically asks whether the Tivoli asset

16   management software is deployed in the use of both the

17   central and the regional offices?

18   What I have been able to confirm is that the

19   answer should be yes. I was able to confirm that it is

20   operational in central office. The person believes it's

21   operational in the regions. But you should assume that it

22   will be.

23   MS. HARMON: I have to clarify. Thank you.

1   It's the Tivoli asset management is deployed in

2   the central office and regional offices, but it's not

3   deployed to every single piece of IT equipment that we

4   have. For example, the security fire walls, it is not

5   connected to the security fire walls. It's not connected to

6   the mainframe. There are a couple of pieces of

7   equipment that it's not connected to, but it's definitely

8   connected to all of the workstations and it's connected to

9   the NT servers, it's connected -- no network equipment.

10   That's correct. Okay.

11   So it is deployed out there, but it's not on every

12   single piece of equipment that we own.

13   MR. RAMCHANDANI: I'm Chander Ramchandani

14   with CSC. A question I have is, do you have plans to

15   evolve as deployment to include all of the other pieces of

16   equipment as well?

17   MS. HARMON: Yes. We would like to do that.

18   And I'll tell you, there's another little sticky wicket in

19   here, and it's called the "Department." And the

20   Department is saying now that they would like us to use

21   Peregrine asset management tool and not Tivoli. It's not

22   that big a deal for us because we can port a lot of the

23   Tivoli stuff into Peregrine. So while we're going to be

1   looking and studying at using the Peregrine asset

2   management tool, we need to be looking at what's

3   missing, what we haven't deployed Tivoli to, and how to

4   do that. But it should cover every single piece, it does

5   not at this point.

6   MR. RAMCHANDANI: Okay. Thank you.

7   MR. SHARPSTEN: Is that Peregrine asset tool

8   part of the HHS base?

9   MS. HARMON: Yes.

10   MS. BERARDINO: Are there any other Tier 3

11   and/or Peregrine questions? I see some whispering, so

12   I'll wait a second to see if there is a question.

13   PARTICIPANT: We're okay.

14   [No response.]

15   MS. BERARDINO: Okay. With that, we'll move

16   on to videoconferencing; and Mike Kahn moved up next to

17   me, so we'll pass it to him.

18   MR. KAHN: Thank you, Bridget. We had one

19   question on videoconferencing which asked if we

20   frequently conferenced with sites outside of the CMS

21   organization.

22   I'd like to -- before I reply I'm going to say, as

23   we stated in the documentation you already have, we do

1   not track individual point-to-point calls originating in our

2   regional offices. What we track is our scarce resource

3   which is generally our bridging services. So with that

4   caveat in mind, in terms of bridging calls, the majority of

5   our calls are within CMS. Of calls from outside groups we

6   average about two bridge calls a week with other

7   governmental agencies. Calls involving non-governmental

8   entities occur on the average once every two weeks. And,

9   as I say, that does not include the individual point-to-

10   point calls which frankly we have no idea what the

11   regions are doing.

12   I suspect that there is more of an outside

13   contact in the regions because they are dealing with the

14   individual provider groups. They're dealing with the

15   intermediaries and carriers directly.

16   Okay. Any questions on that?

17   [No response.]

18   MS. BERARDINO: Okay. Moving right along.

19   The next set of questions we received were referred to

20   web services. So I'm going to turn it over to Dave

21   Januchowski.

22   MR. JANUCHOWSKI: Dave Januchowski, TMG.

23   Use of CMS web resources. Will CMS's internal

1   web resources be available to support the VTC mission,

2   the posting of conference schedule, on-line reservation

3   forms, et cetera? And will CMS's internal web resources

4   be available to support online access to documents?

5   And my assumption is that's the tech library

6   type documents that we had talked about earlier.

7   CMS will entertain any proposals to put these

8   resources on line. That's really the answer. So we

9   should be seeing what you guys are proposing, we'll

10 evaluate it and make a decision based on that.

11   The one thing that we did discuss when we were

12 talking about this question was the availability of the

13 existing resources. And that changes so drastically that

14 we cannot commit to having any specific amount of

15 resources available. So we really need to understand

16 what you guys are proposing.

17   Any questions on that?

18   [No response.]

19   MS. BERARDINO: Are there any other questions

20 about the web services on that particular question?

21   [No response.]

22   MS. BERARDINO: I'm just trying to make sure

23 this last meeting is memorable. So I'm going to change

1   the agenda a little bit more.

2   [Laughter.]

3   MS. BERARDINO: Because we do have our

4   HIPAA person here. We do, we have HIPAA and we have

5   Government Paperwork Elimination Act experts in the

6   room. Which are questions we've received that -- I have

7   to admit -- not many of us know how to answer. So I'm

8   hoping that you guys can take the opportunity to go

9   ahead and ask any questions. We'll start with Mike Pagels

10   because he moved up to the table, anything related to

11   HIPAA that people would like to address.

12   MR. PAGELS: HIPAA privacy, not transactions.

13   I think there were some questions about how

14   HIPAA privacy fit into the work that's going to be done

15   under this contract. And I don't know a lot about the

16   work that you do, but if you had any questions about

17   what you needed to put into your proposals to address

18   HIPAA privacy, I'm here to answer those questions.

19   [Laughter.]

20   MS. BERARDINO: I don't know much about

21   HIPAA, but we did see some questions about how the

22   HIPAA requirements would impact the CITIC contractor.

23   I don't know if you can maybe just give them an idea of

1   where we are as an agency with regard to HIPAA, that

2   might help.

3   MR. PAGELS: Okay.

4   MS. BERARDINO: Well, it may jar their memory

5   about what they asked.

6   MR. PAGELS: As you know under the Health

7   Insurance Portability and Accountability Act of '86 -- '96,

8   excuse me, '96 -- there are provisions for standardized

9   transactions, there's a security rule as well as a privacy

10   provision in there. The Department of Health and Human

11   Services passed final regulations on the privacy rule, I

12   believe it was in December, and they are to be effective

13   April 14 of 2003.

14   And, what the privacy regulation does is, it

15   basically establishes standards across the health care

16   sector in terms of how we protect personally identifiable

17   health data. And I believe in your role, I don't know to

18   what degree you'll be physically touching data, clearly

19   what you will be doing is operating programs that deal

20   with personally identifiable data. But just so that you

21   know, we do operate as a federal agency under the

22   Privacy Act of 1974. Which means that all of our

23   contractors are FIs and carriers as well as our internal

1   operations. We have system of records developed

2   whenever we have a database dealing with personally

3   identifiable data, we have system of records which

4   basically inform the public about the uses and disclosures

5   of that data.

6   We are still under the Privacy Act of 1974.

7   Basically under the Privacy Act, the data that you will be

8   dealing with in doing business for CMS is CMS data, it's

9   not your data. And that's the thing to keep in mind. So

10 you need to ensure, along with security, that in fact you

11 have roll-based access type things in place that you don't

12 -- not everybody needs to see that personally identifiable

13 data. If you are going in to get data and you're doing

14 whatever you're doing in facilities -- it's more of like a

15 facilities management role?

16   MS. HARMON: Yes.

17   MR. PAGELS: In that facilities management role

18 that in fact you're protecting that data and that you're not

19 -- there's probably no need to actually look at that data a

20 whole lot or spend a whole lot of time with it other than

21 to run whatever routine that you need to run against the

22 data to run the programs. And that is the thing to keep

23 in mind.

1   What else can I tell you? I think that's basically

2   an overview of the privacy rule. The privacy rule, a lot of

3   the regulation really ties into the Privacy Act. A lot of

4   the same provisions in the Privacy Act come out in the

5   privacy rule. The privacy rule itself extends to both the

6   public sector as well and creates rights for all of us as

7   individuals to accessing our data records and that type of

8   thing.

9   One of the things that there is a requirement in

10   the rule that we account for all of the disclosures going

11   out of our systems, I know that we are not asking you to

12   develop a software solution to track those disclosures,

13   however, just be aware that in your dealings with HCFA

14   and as we develop requirements around our systems, that

15   will be one of the things that we need to ensure that we

16   are doing. And that is, we are tracking -- any release of

17   data from our systems needs to be tracked.

18   And I'm not writing a requirement for this, I'm

19   just telling you, in general, that will be a requirement for

20   the rule.

21   Any other questions about privacy?

22   [No response.]

23   MR. PAGELS: There are questions. Have you

1	talked about security a little bit today?

2	MS. BERARDINO: In previous meetings.

3	MR. PAGELS: In previous meetings. So,

4	clearly, you know, security and privacy are very closely

5	tied together. You can have privacy breaches within your

6	security environment. You have folks that have the right

7	to access data that are allowed within the system. They

8	can still violate the privacy rule -- I mean, the privacy of

9	an individual by sharing that data even though they had a

10	right to access that data.

11	So you just want to make sure that folks are

12	trained, they are aware that in fact if they are dealing

13	with personally identifiable data they are not sharing that

14	data. It is not information to be shared. It's program

15	data. It's for processing Medicare claims and for

16	administering the Medicare and Medicaid programs and

17	not for us to use for gain on anybody's part.

18	So, with that --

19	MR. SHARPSTEN: You just alluded to the fact

20	that a part of this is personnel training personnel to make

21	sure that they understand their responsibilities?

22	MR. PAGELS: Right.

23	MR. SHARPSTEN: I am assuming that -- and

1   correct me if I'm wrong -- as a CITIC contractor we are

2   responsible to train our individuals and not CMS

3   personnel?

4   MR. PAGELS: I would assume that under your

5   contract, yes, it would be your --

6   MS. BERARDINO: That's a valid assumption.

7   MR. PAGELS: And to the degree that we have,

8   we develop training ourselves and can share that with

9   you, of course, we would want to do that as well.

10   MS. BERARDINO: I see a microphone moving.

11   Don't leave yet, Mike.

12   MR. STOWERS: Brian Stowers, Lockheed Martin.

13   Are we to make an assumption that HIPAA type data --

14   or that employee data is to be protected in the same

15   manner because we will have access to HCFA or to CMS

16   employee data now with regard to location, possibly

17   Social Security Number on some of these subsystems and

18   databases that we will manage?

19   MR. PAGELS: I think I can answer that. I don't

20   know if you have somebody from your customer service

21   folks, but basically, all personally identifiable data under

22   the Privacy Act which include beneficiary data, patient,

23   Medicare, Medicaid data, as well as employee data which

1 is, you know, we collect, for example, time and

2 attendance on our employees. That is put into a system

3 of records and we basically publish it in the <u>Federal</u>

4 <u>Register</u> that says, we're going to collect this data for

5 purposes of conducting time and attendance and this is

6 how we're going to use that data. So that data in fact

7 would be most likely protected under the Privacy Act. So,

8 yes, I would treat it the same.

9   MR. STOWERS: Thank you.

10   MR. ZETLMEISEL: Paul Zetlmeisel, Lockheed

11 Martin. Does the scope of the CITIC contract with

12 regards to the regions require that we put in security

13 measures to protect the data transmissions between the

14 regions and the state agencies and the carriers and

15 intermediaries?

16   MR. PAGELS: I don't know. I can't speak

17 personally to the scope of the security.

18   MS. HARMON: The answer is, yes, because we

19 have to ensure that the data is either encrypted or it's

20 somehow protected, and we do that today. And the level

21 of security varies. I have to be honest about that.

22   MR. ZETLMEISEL: So then we would be

23 responsible in providing infrastructure support to the

1   regions to provide for that type of encryption and

2   decryption capability.

3   MS. HARMON: The CITIC contractor would be

4   responsible for ensuring that there are security -- that we

5   have appropriately protected the data that's going across

6   lines et cetera.

7   MR. ZETLMEISEL: Thank you.

8   MS. HARMON: Yes.

9   MR. PAGELS: I mean, some of that

10   infrastructure may exist today.

11   MS. HARMON: It does.

12   MR. PAGELS: And so I would assume that.

13   MS. HARMON: It does, but it's in varying

14   degrees. For example, we use our MDCN or Medicare data

15   network -- forget it. I'm not even going to say it. The

16   MDCN cloud. It's basically a private network. Data that

17   is flowing across that private network is not encrypted.

18   Okay. But it is protected because it's within a private

19   network. So there are degrees of how we ensure that the

20   data is protected.

21   We also do host to host transmission of data

22   through the SNA gateways. That's where data is

23   compressed. We also have encrypted once we go to

1 better frameworks. We're in the process of migration

2 from WinFrame to MetaFrame. That data, the e-mail

3 traffic, et cetera, will be encrypted. So there are varying

4 degrees of that. But it is our responsibility to

5 appropriately protect. That's part of what he is talking

6 about with HIPAA and it's not really the Privacy Act, but

7 it's associated to the Privacy Act that we have to

8 appropriately protect the data that is being transmitted

9 from place A, whether that's central office or regional

10 office to place B wherever that may mean.

11 　　　　　MR. SHARPSTEN: We've had security

12 discussions back and forth before and it is my

13 understanding, or it is our understanding at Lockheed that

14 we are to facilitate the implementation of security policy

15 that has been mandated by CMS.

16 　　　　　MS. HARMON: Uh-huh.

17 　　　　　MR. SHARPSTEN: And provide CMS with

18 advisement where we believe they have holes.

19 　　　　　MS. HARMON: Yes.

20 　　　　　MR. SHARPSTEN: Okay. Because that's the way

21 we're approaching it.

22 　　　　　MS. HARMON: Clear.

23 　　　　　MR. SHARPSTEN: We'll follow that up with a

1   written question.

2   MS. BERARDINO: You don't have to do that.

3   [Laughter.]

4   MS. BERARDINO: I'm just joking.

5   Are there any other questions related to HIPAA?

6   MR. CUMMINS: Ed Cummins from Lockheed

7   Martin. I just wanted to follow that up. So all the

8   equipment that is currently in place then would be our

9   responsibility to maintain and operate that as per your

10   government standards?

11   MS. HARMON: Not entirely true. For instance,

12   the firewalls would not be your responsibility.

13   Hang on for a second.

14   [Panel conferring.]

15   MS. HARMON: Okay. Probably a better way to

16   clarify it, thank you, would be that you would be

17   responsible for the operating system that the application

18   is running on, but you would not be responsible for the

19   application.

20   MR. CUMMINS: Okay. But all the equipment

21   though we would be responsible for operation of the

22   equipment and the operating system, but not the actual

23   application itself?

1   MS. HARMON: Correct.

2   MR. JACKSON: Tom Jackson, Lockheed Martin.

3   Would we be responsible for key management?

4   MS. HARMON: We are not at that point where

5   we can answer that question. You're looking at PKI,

6   that's what you're talking about?

7   MR. JACKSON: No. No. Where if you have

8   encryption --

9   MR. HEBBEL: You need to speak into the

10   microphone.

11   MR. JACKSON: Sorry. The links that you are

12   encrypting and so forth have keys associated with them.

13   Will the CITIC contractor be responsible for managing

14   those keys?

15   MS. HARMON: I honestly would have to get

16   back to you on that one. Let me get back to you on that

17   one.

18   MS. BERARDINO: Just to make sure everybody

19   knows, if we don't answer your question now, please

20   make sure you put it in writing at the end even though I

21   joked with Eric. We will be collecting our last round of

22   questions this week.

23   Are there any other privacy questions related to

1   HIPAA or anything else?

2   [No response.]

3   MS. BERARDINO: Okay. With that, we can let

4   Mike free. Thank you very much. And we are also going

5   to bring up John Burke who knows a lot more about the

6   Government Paperwork Elimination Act than I do. And I

7   know there were some questions about that. Maybe since

8   we kind of surprised you, you can give us a little

9   background of where we are as an agency with GPEA and

10   maybe that will key some questions.

11   MR. BURKE: All right. My name is John Burke

12   and I'm responsible for overseeing the Paperwork

13   Reduction Act of 1995 of which GPEA was amended to the

14   Paperwork Reduction Act. It's now a part of the

15   Paperwork Reduction Act.

16   Basically to start out, the Paperwork Reduction

17   Act requires the Agency to seek OMB approval of its listed

18   public comment on proposed collections prior to their

19   implementation if appropriate. There are several

20   exceptions to the PRA rules. Then the GPA, what that

21   does is as a rider to the PRA it requires by the year of

22   2003 where possible we allow for the electronic exchange

23   of information that we are currently getting in paper

1 form. It does not mean that we have to do it 100

2 percent, but if at all possible we are supposed to create a

3 meeting for exchanging that information electronically.

4 So anything that we do 100 percent by paper right now,

5 by the year 2003 we are supposed to set up systems to

6 exchange that information electronically. That's basically

7 it in a nutshell.

8   The Agency is fairly compliant with that. Right

9 now we are in the process of refining our report. We

10 submitted an initial report last year to OMB and with very

11 little guidance. Last week there was a conference at the

12 Reagan Building in D.C. with the major players at OMB to

13 give further credence and more information related to

14 GPA and how to comply with it and we are now revising

15 our report. We have currently, I think, 300 information

16 collections that are subject to the Paperwork Reduction

17 Act. We have approximately 50 that we could possibly

18 make electronic, but because the volume is so small with

19 these collections that a majority of them are annual

20 reports submitted by states and they don't really warrant

21 submission.

22   The bulk of our information is collected

23 electronically; 80 percent of our information exchange is

1 the claim and bill which it's basically the bulk of it. And

2 then we have a couple other big hitters which are appeals

3 processes forms, people appealing their claims and

4 administrative law judge determinations where people

5 have to sign things where we're waiting for PKI to come

6 into play before we can do anything about that.

7   Does anybody have any questions?

8   MR. RAMCHANDANI: There are some data

9 exchanges that are currently conducted over magnetic

10 media such as tape. Is it your intention to convert those

11 to communication interfaces?

12   MR. BURKE: That's a good question. The GPA

13 does not define what they mean by "electronic exchange."

14   I mean, we've done it as informally as e-mails over the

15 internet, annual reports from the states, diskette, other

16 types of information exchange. But the electronic media

17 model, I would think a magnetic tape would satisfy that

18 requirement. It's not in paper form.

19   MR. RAMCHANDANI: Okay. Thank you.

20   MS. BERARDINO: Are there any other

21 questions?

22   MR. RAMCHANDANI: I have one more question.

23   Is it possible to get the Agency's GPEA compliance report

1   that was required to be submitted last year? Last

2   October?

3   MR. BURKE: Yes. Last year's report is

4   available. Like I said, it's not a very well drafted report

5   because there's a lot of things in there. What we didn't

6   understand with the initial cut was that we were dealing

7   only with information exchanges. And like I said, we

8   have 300 collections that are subject to the PRA and GPA.

9   And after weeding through them, the Paperwork

10   Reduction Act does not only apply to information

11   exchanges, but also deals with information, record

12   retention requirements, and third-party disclosures, those

13   are also considered information collections. So we had to

14   go through a weed-out, all the third-party disclosure

15   requirements, all the recordkeeping requirements and

16   refine the reports.

17   It is available, but it's not very meaningful.

18   MR. RAMCHANDANI: So have you all updated

19   that report and come up with a new document?

20   MR. BURKE: We are supposed to have it done

21   today.

22   MR. RAMCHANDANI: Oh, okay. I would like to

23   request a copy of it.

1   MR. BURKE: Sure. If anybody wants a copy of

2   it they can just e-mail me. My e-mail address is --

3   MS. BERARDINO: Actually, no.

4   MS. HARMON: We have to do it differently.

5   MS. BERARDINO: We'll work with John to get it

6   out to you guys.

7   MR. BURKE: Okay.

8   MS. HARMON: Just because we want to make

9   sure that everybody gets the same thing at the same time.

10   MR. BURKE: Right. Okay.

11   MR. RAMCHANDANI: Thank you.

12   MS. BERARDINO: Any other questions about

13   GPEA compliance?

14   [No response.]

15   MS. BERARDINO: Okay. Thank you very much,

16   John.

17   MR. BURKE: All right. Thanks.

18   MS. BERARDINO: I believe we still had a couple

19   of other questions about web services. And Steve Walter

20   is going to address the remaining questions on that topic.

21   MR. WALTER: I was trying to stay back there

22   out of site. My name is Steve Walter, I work in TMS. Is

23   that right? TMG. Oh, God.

1   I don't know where I am. Too many name

2   changes.

3   The questions I have here, C.3. -- I'll skip that

4   part, I'll mess it up. Would it be possible to obtain a

5   copy of the web initiation form, requirements documents

6   created for the existing CMS web sites and the CMS

7   development standards?

8   I can provide to Bridget the web initiation form

9   and the development standards. The requirements

10   documents for each existing web site, most of those come

11   through the components. Basically we are more content

12   blind. We run and support the system. A lot of the

13   requirements come from business process and basically

14   you would have to go back to each component if they

15   have it available.

16   Additionally, is it possible to obtain a copy of

17   the Internet technology strategy document mentioned in

18   the phase I post-award phase 2 preproposal conference,

19   July 13, 2001 transcript?

20   Yes.

21   Lastly, is the CITIC team solely responsible for

22   only updating content to multiple CMS sites, or will the

23   team have additional responsibilities such as the web site

1 redesigns application development and web server system

2 administration tasks, e.g., updating the software

3 monitoring, Internet services, or applications for web

4 servers residing at CMS?

5 Right now you probably will have everything but

6 application development. Right now application

7 development is being handled by external -- the external

8 components usually through contract though we do offer

9 support when trying to migrate that application into the

10 current environment.

11 I guess that's the end of the first set of

12 questions. Are there any questions on that?

13 MS. GOLD: Good morning. Shelley Gold with

14 CSC. In the Internet strategy document, I believe you all

15 mentioned that you had identified about 150 web

16 applications that you were maybe going to target for

17 development over the next several years. If those aren't

18 really involved in any of the GPA applications that were

19 just mentioned, or less than 50, could you generally

20 describe what those will address?

21 MR. WALTER: Most of those were to do -- at

22 least the couple that come to mind do mostly general

23 business internal processing. I'm not sure how they fall

1   in with the GPA.

2   MS. GOLD: Are those web applications internal

3   to CMS, or are they applications that involve your

4   partners, for example, on your extranet or perhaps your

5   users at your external site?

6   MR. WALTER: It's both. Of the 150 it covers a

7   wide gambit. Most of them are to alleviate process or to

8   quicken the process to disseminate information out which

9   I guess would cover the other one, but I'm not sure how

10 they really tie together, I'll be honest with you.

11   MS. GOLD: Okay. Thank you.

12   MR. WALTER: There's one other question.

13 Would it be possible for CMS to provide a listing and brief

14 description of its external sites, intranet, extranet sites

15 including intended audience and site objectives?

16   We can give a brief overview of what each site

17 is doing. Probably best just to type it up and send it out

18 as opposed to explain here. I can go over it real quickly.

19   CMS PARTICIPANT: Why don't you go over it

20 quickly?

21   MR. WALTER: Okay. I'll give a quick

22 explanation. The external sites, basically there's two;

23 there's Medicare.gov and there's also HCFA.gov. The

1 Medicare.gov is basically aimed toward beneficiary

2 information. The HCFA.gov covers a gambit, more

3 partner information, and documentation and those kinds

4 of things, the way that we function.

5   The intranet is basically a clearing house for

6 internal components to other internal components. There

7 are also some business processes done on the intranet

8 such as training and registration, but mostly geared

9 towards and always geared towards internal people.

10   Extranet sites, there's actually very few. At the

11 current they basically are geared towards external

12 contractors and other sections. And in some cases other

13 governmental sections that can go and query the

14 application. Actually, in the web arena it's limited in the

15 use of this point.

16   That's pretty much it.

17   MS. BERARDINO: Are there any other questions

18 about the web sites?

19   MS. GOLD: I have one more question. Are your

20 answers implying, as well as the original question on web

21 services right before HIPAA that you are looking for the

22 CITIC team to propose enhancements or suggestions for

23 bettering your intranet, extranet, and external site

1   content?

2   MS. HARMON: No.

3   MS. BERARDINO: If there are no other

4   questions about the web we can move on to some

5   questions we received about webcasting. And Ray

6   Chesney will be answering those.

7   MR. CHESNEY: Ray Chesney from CMS.

8   The first question is: On real time webcasting,

9   what is the maximum number of simultaneous events that

10   CMS foresees?

11   I'll try to answer these as I -- there are

12   different parts throughout the question. The answer to

13   that one is actually one. We only do one broadcast at a

14   time. That's all we produce, so that's all we expect a

15   webcast vendor to do, handle that one broadcast. But

16   that's not to say that if something -- if a webcast has

17   already been generated that's archived that could be

18   running at the same time. I'm not sure if that's what that

19   question was intended to ask.

20   The rest of that question is, this is critical to

21   determine if there are needs to be a separate production

22   server for each time slot identified and will there be a

23   limit to scheduling consecutive time slots rather than

1   accommodating concurrent time slots within a given

2   range?

3   Again, we are only doing one broadcast so we

4   don't expect you to do anything other than that. That's

5   all our experience has had -- that's all we've had as

6   experience thus far.

7   Does that answer that question?

8   Second question. Webcast services, are there

9   specific platform requirements we need to meet for the

10 intended audience? Do we need to accommodate Unix PC,

11 MAC PC and MAC only?

12   The only ones that we've experienced so far is

13 PC and MAC. We haven't had any call for anything else.

14   As far as other platforms and things like that

15 go, things that you really need to watch out for are

16 firewalls, that's going to be a big problem for the webcast

17 vendor. Each -- we deal with a nationwide audience and

18 we have people from all over the country picking up our

19 broadcast and they will be picking up our webcasts also.

20 So we run into -- we've had problems where the webcast

21 was not able to reach certain parts of our audience such

22 like colleges. Some colleges have their own firewalls.

23 CMS has its own firewalls and other large companies have

1 their own firewalls. So that will be something that you

2 will have to contend with. And that may be on an

3 individual basis. That's something that we don't have

4 control over.

5 MR. SHARPSTEN: Is that to assume that we are

6 to provide consultant services for any individual that is

7 looking to receive broadcasts from CMS?

8 MR. CHESNEY: Say that again?

9 MR. SHARPSTEN: Is that to assume that the

10 CITIC contractor will provide firewall consulting services,

11 or, you know, troubleshooting services for any individual

12 to receive the broadcast?

13 MR. CHESNEY: That's correct. You will be

14 responsible for troubleshooting services in general

15 throughout. I mean, part of -- I think in some of our

16 original documentation that we sent out, troubleshooting

17 was part of that documentation. And you will be getting

18 calls throughout. We are doing broadcast. For instance

19 we usually have a troubleshooting number for our

20 broadcast and we also have one for our webcast as well.

21 Does that answer your question?

22 MR. SHARPSTEN: Would the SLAs apply to that

23 as being a loss of service if a firewall at the receiving

1   location would be preventing the broadcast?

2   MR. CHESNEY: What you're asking, will you be

3   responsible for that; is that what you're asking?

4   MS. HARMON: Held accountable.

5   MR. SHARPSTEN: Held accountable against the

6   SLA?

7   MS. BERARDINO: Hold on for a second. We

8   need a time-out.

9   MS. HARMON: We need a time-out. Give us a

10   time-out here.

11   [Pause.]

12   MS. BERARDINO: I think our time-out is going

13   to go a little bit longer, so why don't we take a break and

14   come back. Because we're getting close to the end of the

15   questions anyway. That way you guys can think of more

16   things.

17   [Brief recess taken at 10:15 a.m.]

18   MS. BERARDINO: Okay. I believe we are ready

19   to get started again.

20   I hope everybody was able to get some coffee

21   before the cafeteria closed.

22   All right. That's right, I'm supposed to answer

23   something. I wanted to readdress the question about

1   webcasting with regard to the troubleshooting and also

2   the SLAs.

3   First, I just wanted to sort of clear up the

4   question when Ray was talking about a troubleshooting

5   hotline. In the CITIC contract we have the service desk

6   which is sort of the single point of accountability. So

7   when webcasting is folded into the CITIC contract, then if

8   a user has trouble accessing the webcast they would

9   probably call the service desk. Being that there are

10   certain times that there are live events being broadcast,

11   that would probably be when these people are trying to

12   call. So, if somebody is having a problem, they would

13   probably contact the service desk for the webcast.

14   The second question about the SLAs threw me

15   for a loop because we don't have a webcasting SLA right

16   now. So that's why I sort of took a step back and said,

17   hold on. But as far as what Ray was talking about, people

18   with firewalls that can't access the webcast, if we ever did

19   have an SLA on webcasting, I don't believe that we could

20   hold the CITIC contractor responsible for something that's

21   on the other end outside of their control. If a user called

22   up and they're having trouble, I'm sure you would take

23   down the information at the service desk, log the problem

1   and do some research. And then if your research turns

2   up that it's one of these college campuses has

3   implemented a new rule, or something like that, that

4   would be sort of outside the realm of the CITIC

5   contractor, just like some of the other things that we've

6   talked about referring to different help desks or

7   something that's outside the realm of the CITIC

8   contractor. But we would expect them to at least field the

9   call and research the problem because it could be on our

10   end. So that's sort of how that falls out.

11   Are there any questions about those

12   responsibilities?

13   [No response.]

14   MS. BERARDINO: Seems reasonable?

15   Okay. Now I'm going to turn it back over to

16   Ray for some more webcasting questions.

17   MR. CHESNEY: The third question is, extended

18   time webcast. Within a 30-day period, what is the CMS

19   estimate for the total number of webcast events and the

20   duration associated with that number? This is important

21   to estimate the data storage requirements.

22   Right now we are only producing two webcasts

23   or two broadcasts a month. That's approximately what we

1   are doing now. We expect this to increase next year to

2   three per month and possibly more. What that would

3   mean, you would be webcasting a live event

4   simultaneously as the broadcast is taking place. Whatever

5   has been webcasted previous to that, depending on the

6   amount of time that that was asked to be archived for,

7   normally it's 30 days. We have four events going on right

8   now. We've had four broadcasts this summer where we

9   have actually asked for a one-year archive. So that could

10   be a possibility. So you may have several broadcasts that

11   have been webcast that would be running simultaneously

12   in your archives as well as a live event.

13   Did that answer that question?

14   When CMS indicates additional 30-day periods

15   for archiving, will they consider a maximum limit to the

16   amount of data that can be archived for recall,

17   rebroadcast, and a maximum length of time any one

18   broadcast can remain active? Otherwise storage

19   requirements are infinite and although the contractor can

20   price per storage capacity, it would be nearly impossible

21   to come up with a financial model to distribute these

22   costs among users of the system.

23   I was a little confused by this question. And I

1 would like to ask this question. Are you talking about

2 combined data from just one webcast or are you talking

3 about combined data from several webcasts?

4   MR. ESCOBAR: Marc Escobar, SAIC. I think the

5 question refers to, is there a maximum time limit when an

6 archive can be available for viewing? And as you add

7 archives onto the system, that can accumulate almost

8 indefinitely. So was the model that you just keep buying

9 these 30-day units of availability or are there other

10 practical time limits that you'll be imposing?

11   MR. CHESNEY: Our experience has been, we've

12 only done eight of these over the last year and a half. So

13 we are pretty new at this. But our experience has been

14 that we've only been archiving for 30 days and then

15 disposing of them.

16   MR. ESCOBAR: Okay. That's fine.

17   MR. CHESNEY: Okay. But it's possible. And

18 that kind of leads us to the next question on here. It

19 says: Once a broadcast is removed from the available

20 list, can it be disposed of or will it need to go to an

21 offsite media storage for later use?

22   I'm not sure about that question as far as to

23 give you an exact answer. It's possible that some of our

1   -- because of the information that we send out to our

2   audience, it's all health-related information and a lot of it

3   is reusable over and over again.

4   And I had another question. Is it more

5   economical to hold onto the webcast once it's been put

6   into webcast form and stored or is it more economical for

7   us to dispose of it and then recall it later and rewebcast

8   it?

9   Do you know what I'm saying?

10   MR. ESCOBAR: Okay.

11   MR. CHESNEY: Whichever is more economical is

12   what we would want to do.

13   MR. ESCOBAR: Okay.

14   MR. CHESNEY: If that makes sense.

15   That's the last of the questions. Anything else?

16   [No response.]

17   MS. BERARDINO: Anything else on webcasting?

18   [No response.]

19   MS. BERARDINO: Okay. We had some

20   additional topics added to the agenda. But first we had

21   received a security question and I think Don Bartley is

22   going to try to address that.

23   Basically the question is referring to the security

1 evolutionary services of the statement of work. There

2 were some questions about what we were looking for

3 there.

4   MR. BARTLEY: Don Bartley from SSG.

5   The question that I am responding to is

6 referenced in C.3.6.2, Security Evolutionary Planning

7 Services.

8   I'm not going to read the entire question but

9 respond to each of the particular sentences in kind. The

10 first sentence actually should be changed to read, Volume

11 1 as opposed to Volume 6 of the ITA. Volume 1 deals

12 with the business needs, security is just part of those

13 needs that you will find in that particular volume.

14   The second sentence refers to CMS's data.

15   MS. BERARDINO: Don?

16   MR. BARTLEY: I'm sorry.

17   MS. BERARDINO: He's referring to the "shall"

18 statements.

19   MR. BARTLEY: Yes, do you want me to read --

20   MS. BERARDINO: Can you read each "shall"

21 statement and then give your interpretation?

22   MR. BARTLEY: Most definitely.

23   MS. BERARDINO: Because I don't think

1   everybody has their TORP memorized yet.

2   [Laughter.]

3   MR. BARTLEY: Who doesn't?

4   [Laughter.]

5   MR. BARTLEY: Okay. We're going to deal over

6   here.

7   [Laughter.]

8   MR. BARTLEY: "The contractor shall: (1)

9   conduct planning to support future security business

10   needs as defined in Volume 6 of the CMS ITA to enhance

11   the confidentiality, integrity, and availability,

12   authentication and privacy of CMS's IT infrastructure."

13   Here, again, please refer to Volume 1 as

14   opposed to Volume 6 of the ITA for that particular point.

15   Second sentence, "The contractor shall: (2)

16   also conduct planning and analysis to provide

17   recommendations on CMS's compliance with new

18   government regulations that include Presidential Directive

19   63 and HIPAA."

20   Let me see, the second sentence refers to CMS's

21   data and corresponding systems. These systems require

22   security measures that mitigate the identified risks to

23   ensure the availability, integrity, and confidentiality of

1   that data. Various policies apply to all CMS's ITV sources

2   owned and operated by CMS as well as all of its

3   contractors.

4   The CITIC contractor should become familiar

5   with all such references besides those listed. I'm going

6   to give you or provide to you through the appropriate

7   vehicle a list of as many of these as I can find that we do

8   reference. You'll find a list of them, I think, in the

9   handbook which you should have a copy of as well. So I

10 may add to that list.

11   Some of those that you should be familiar with,

12 the CMS system security management handbook which I

13 just referred to, Computer Security Act of 1987, OMBA

14 130, Appendix 3, and for general reference, I highly

15 recommend that you take a look at NIST, Generally

16 Accepted Principles and Practices for Secure Information

17 Technology Systems, and for the record, Protecting

18 Electronic Health Information. Both of those are freely

19 available on the web.

20   The third sentence, "The contractor shall: (3)

21 address the major area of security and provide

22 enterprisewide recommendations on changing

23 requirements, evolving technology, and results of

1   vulnerability assessments for government review.

2   Recommendations shall be made in conjunction with and

3   support the contractor's IT infrastructure mitigation study

4   efforts."

5   Item number three. This sentence refers to

6   proactive measures and recommendations emanating from

7   internal and independent security assessments, audits,

8   and penetration tests as well as from upgrades resulting

9   from direction changes in mission and new technologies.

10   Basically what we are after here is that you are

11   responsive to correcting vulnerabilities and any problems

12   that we may discover during any of the either internal or

13   external, i.e., independent tests of the infrastructure and

14   also the be proactive as a result of those findings to make

15   recommendations to strengthen the security of our

16   systems.

17   Also have security in the back of your mind

18   whenever we see new technologies being proposed, and

19   also if we have a direction change in our basic mission or

20   missions resulting in how we conduct business to have

21   security tinkling in the back of your mind there.

22   That's it on that particular question.

23   The other has to do with the security

1 procurement and I believe a statement of work was

2 provided to everyone in that regard.

3   MS. BERARDINO: Questions about security?

4   MR. BURKE: Yes, this is Joe Burke with SAIC.

5 Can we assume that this will be implemented prior to the

6 CITIC award?

7   MR. BARTLEY: When is the CITIC award?

8   MS. BERARDINO: May 2002.

9   MR. BARTLEY: I believe so.

10   MR. BURKE: Okay. Thank you.

11   MR. BARTLEY: What you will find in that will be

12 a stage approach to providing a subscription-based

13 intrusion detection system with host-based and network-

14 based agents being implemented probably something like

15 maybe six or 12 and based upon the security assessment

16 of the infrastructure. That will expand both as needs and

17 monies allow.

18   MS. BERARDINO: Are there any other questions

19 related to security?

20   MR. BURKE: Joe Burke again. Previously we

21 asked a public question, I don't know if we got an

22 answer, concerning the need for any type of security

23 clearance, government clearance.

1 　　　　MS. BERARDINO: We're still working on

2 researching that one.

3 　　　　MR. BURKE: Okay. Thank you.

4 　　　　MR. ESCOBAR: With regard to accreditation of

5 systems which is ongoing, is there a roles and

6 responsibility document or any sort of process that relates

7 what the CITIC contractor is responsible for versus what

8 the system owner would be responsible for?

9 　　　　MR. BARTLEY: No.

10 　　　　MR. ESCOBAR: Okay.

11 　　　　MR. BARTLEY: The responsibility is the system

12 owner's to provide the security plan. Whether or not the

13 CITIC contractor will have a role in producing that plan

14 will be up to the system owner.

15 　　　　MR. ESCOBAR: Okay.

16 　　　　MS. BERARDINO: Are there any other

17 questions?

18 　　　　[No response.]

19 　　　　MS. BERARDINO: Okay. Another topic that we

20 were going to add to the end of this agenda was the

21 network redesign project. There were a couple questions

22 about that. And I believe Bob Ashcraft will be covering

23 those.

1   MR. ASHCRAFT: Bob Ashcraft. The first

2 question here is, are all items proposed in the network

3 redesign project being implemented, e.g., module,

4 module design, WAN aggregate module, firewall

5 placement, IP sector encryption between CO and RO, et

6 cetera?

7   The answer to that is, yes, for the most part

8 according or as specified in that design document,

9 everything will be implemented. However, I don't think

10 that there was anything referencing the encryption

11 between CO and RO in that particular design. There was

12 no mention as to the regional office in that design. That

13 was just the infrastructure itself, the CO infrastructure.

14   MR. ESCOBAR: So a clarification then. So

15 between the regional offices and headquarters IP sector

16 encryption will not be implemented?

17   MR. ASHCRAFT: Well, I'm not saying that it's

18 not going to be implemented. What I am saying is that as

19 it's laid out in that particular design, we just came from

20 the 7513 routers inward.

21   MR. ESCOBAR: Okay.

22   MR. ASHCRAFT: There's nothing in that design

23 document that takes in consideration the connectivity

1 between CO and the regional office.

2 MR. JANUCHOWSKI: Let me add to that. We

3 have another effort going on with the SHASTA that you've

4 heard about before. And in that SHASTA plant there is

5 talk to do the encryption between central and RO using

6 that.

7 MR. ESCOBAR: Okay. And is there a timeline

8 for the SHASTA project?

9 MS. ROBINSON: Mia Robinson. How is

10 everybody?

11 The SHASTA project is, as we speak, being

12 implemented right now. We do have a SHASTA

13 broadband services node device in the AGNS network.

14 Right now we are continuing to work on a pilot between

15 CMS, Blue Cross Blue Shield of South Carolina, and Blue

16 Cross Blue Shield of Florida. That is going on right now.

17 We are in weekly meetings. We are doing preliminary

18 tests, we're testing using NDM encrypted and non-

19 encrypted and we're getting results as we speak. So it's

20 ongoing right now.

21 MR. ESCOBAR: Okay. Is there an assumption

22 of state of project on CITIC start?

23 MS. ROBINSON: I would say that by the time

1   the CITIC is awarded we will probably have the first

2   broadband node in production.

3   MR. ESCOBAR: Thank you.

4   MR. ASHCRAFT: The second question is, with

5   respect to the network redesign project, what is the

6   design and implementation plan for corresponding

7   changes to the NCC, the network control center?

8   Basically what we are doing as is spelled out

9   also in that particular design that the current network

10   control center is a device that's primarily its function is

11   just to ping certain boxes to see if they're alive and what

12   have you.

13   In this new design we are going to outre, if you

14   will, network management system, the CISCO solution.

15   Now, I'm not quite certain at this particular point what

16   that bundle consists of. It's the CISCO Works 2000

17   management system. And, as I understand from CISCO,

18   it's telemade for your environment the CISCO Works. It's

19   no longer standard. But we are going to that particular

20   and we'll be implementing that particular system in the

21   network management module on a private network. It

22   will be a ten dot network and it will be attached to each

23   of the devices. So it will be replacing -- essentially

1   replacing many components in the current system.

2   MR. ESCOBAR: And will that be in place before

3   CITIC award?

4   MR. JANUCHOWSKI: Yes, it will.

5   MR. ESCOBAR: Thank you.

6   MR. ASHCRAFT: Any questions of those two?

7   [No response.]

8   MS. BERARDINO: Go ahead.

9   MR. JANUCHOWSKI: There was another part of

10   one of the questions and it got kind of truncated here on

11   my copy. But basically it was, we know that the CO Is

12   being upgraded now to fast ethernet and IP address

13   change is taking place. When would the RO upgrades be

14   completed?

15   And from memory I'm thinking the rest of this

16   question is, if it's not completed with the CITIC, be

17   expected to complete the RO upgrade. And, yes, the

18   CITIC would be expected to complete the RO upgrade.

19   Our goal, or actually, our plan is to have detailed

20   implementation plants to hand over to the CITIC to

21   execute. But our anticipation is that we could possible

22   have a few of the regions completed. And a lot of it is

23   tied to funding.

1   MS. BERARDINO: Are there any other

2   questions?

3   [No response.]

4   MS. BERARDINO: Okay. We had scheduled

5   most of the morning to do technical discussion and the

6   afternoon to do contract-related activities. Brian and I

7   can start going ahead and going through some of the

8   contract-related items. But I wanted to see if there were

9   anymore technical questions for the subject matter

10   experts in the room. Otherwise, you're stuck with us.

11   Okay. I made him move over here so we can

12   coordinate between these.

13   Well, like I said, you're going to be alone with

14   that. With that, the subject matter experts are allowed to

15   leave.

16   [Applause.]

17   [Discussion held off the record.]

18   MS. BERARDINO: Okay. We're going to let

19   Brian start. He's got a few technical questions here.

20   MR. HEBBEL: On a lighter subject, past

21   performance is the first question. A lighter subject.

22   Reference Section L, paragraph L.5.1.3.b, other

23   considerations. And the question is, the reference states,

1   when applicable, prime offeror shall give a 10 percent

2   price evaluation preference to all -- small business

3   concerns offering subcontracting opportunities in

4   compliance with the process set forth in FAR Part

5   19.1307. This requirement references the process set

6   forth in FAR Part 19.307. However, the FAR provision

7   does not appear to require that large business prime

8   offerors use this process in full and open procurements.

9   Will large business prime offerors be given any

10   price considerations by CMS as a result of complying with

11   this requirement?

12   The response to that is, this will be considered

13   in the best value evaluation in the trade process.

14   However, please remember the importance of this

15   evaluation factor is found in M.4.1.

16   That may or may not answer it, but that's all

17   I'm saying.

18   [Laughter.]

19   MR. HEBBEL: The next question. Please explain

20   the FAR 15.804-6 reference? We cannot find the

21   reference in the FAR section.

22   That was an error. It should read 15.403-4.

23   And let me just kind of make it real clear. Basically you

1   need to submit cost and pricing data for everything, but

2   CLINs 202, 203, and 400.

3   We plan on modifying L.6.1 which basically says

4   your price and costing data has to be certified. The FAR

5   says that and I don't think that should be an issue.

6   That's pretty much it. Does anybody have any

7   additional questions? You need to submit cost and

8   pricing data for everything but CLIN 202, 203, and 400.

9   And in those cases our analysis will be based on price.

10   MS. GOLD: Maybe you can help me solve an

11   internal debate.

12   MR. HEBBEL: Okay.

13   MS. GOLD: Should the Phase II cost proposal

14   include the impact of any innovations from the study? or

15   should we assume for the pricing purposes that the

16   infrastructure will remain the same throughout the life of

17   the contract?

18   MR. HEBBEL: I know the answer, but you

19   should probably answer it. I think I know the answer.

20   MS. BERARDINO: We might create our own

21   internal debate over here.

22   [Laughter.]

23   MS. BERARDINO: The Phase II proposal, I

1   believe there was a clarification put on the web. Your

2   Phase II proposal should reflect the current infrastructure

3   with no additional government capital investigation.

4   MS. GOLD: Thank you.

5   MS. BERARDINO: So it should not reflect any

6   investments that might be spelled out in your study.

7   MS. GOLD: You spelled it out very clearly the

8   first time.

9   MR. HEBBEL: That's what I was going to say.

10   MS. BERARDINO: All right. No debate on this

11 side.

12   MS. GOLD: I guess I know what side you're on.

13   MS. BERARDINO: Thank you. The other one is

14 past performance.

15   MR. HEBBEL: Reference L.5.2, relevant

16 experience and past performance. Please clarify the

17 intent of the language concerning submission of

18 additional information to supplement the Phase I

19 submission of the combined offerors and proposed

20 subcontractor's technical and managerial experience

21 performing work that is very similar to the Phase II

22 statement of work?

23   Does, and in quote, "only submit new and

1 updated information" refer to new or updated information

2 relating to the specific contract submitted for Phase I, or

3 may the offeror submit contracts not included with the

4 Phase I submission?

5 And the answer is both. You can either submit

6 updated information from the information you submitted

7 in Phase I, or you can submit new contracts in which you

8 would like us to evaluate your past performance.

9 Questions?

10 MR. ZETLMEISEL: With respect to that, Brian, if

11 you are in fact submitting new past performance contract

12 citations, are we to go through the questionnaire process

13 of submitting those back out?

14 MR. HEBBEL: Yes.

15 MR. ZETLMEISEL: The same procedure as in

16 Phase I?

17 MR. HEBBEL: Correct.

18 MR. ZETLMEISEL: Thank you.

19 MS. BERARDINO: I'm going to try to tackle

20 some of the questions we got. I'm not going to do them

21 in the form of a question because we got a lot that were

22 overlapping, so I've tried to at least let it make sense in

23 my mind. We'll see how well that works out.

1   We got a couple of questions and I think we

2   tried to clear it up this morning about the role of the

3   CITIC contractor and CM. And I have to apologize, it just

4   said CM, so I've seen that both for change management

5   and configuration management, but I think my answer

6   applies to both.

7   Essentially the CITIC contractor is not expected

8   to provide CM activities for non-CITIC activities. So

9   there's a lot of application development that goes on

10   throughout CMS and the CITIC contractor is not

11   responsible for doing the CM-related to those applications

12   that are being developed. However, the CITIC contractor

13   is responsible for running the CM software, that non-

14   CITIC applications programmers and/or CMS employees

15   may utilize. So as Elaine spoke about the endeavor

16   system, the CITIC contractor is responsible for the

17   equipment and the operating system and actually running

18   the endeavor software. But either the applications

19   developers or CMS employees will be doing the

20   administration related to that system.

21   So I'm hoping that clears that one up. I know

22   this one has been very confusing for many of us.

23   Are there any questions on that?

1   [No response.]

2   MS. BERARDINO: All right. Let me hurry up

3   and get through the rest of them then before that comes

4   back up.

5   [Laughter.]

6   MS. BERARDINO: The next question we

7   received was there was some confusion for WAN/VAN

8   management and WAN/VAN services. And I'm going to

9   try to clear that up, sort of, what each paragraph in the

10   statement of work refers to.

11   There is a section for WAN/VAN management

12   and it's C.3.2.1.6.2.1 and that's the portion for the

13   MDCN. But there's a corollary paragraph for the

14   QualityNet, but WAN/VAN management in general. And in

15   those two sections, the CITIC contractor manages the

16   network up to, but not including the CSU, DSU for the

17   circuit.

18   Then there is another paragraph which is

19   WAN/VAN services which is C.3.2.1.6.3.1. Again, it's

20   WAN/VAN services related to MDCN and then there is a

21   second one for the QualityNet. And these paragraphs are

22   reserved for future consideration. And in these cases the

23   CITIC contractor provides the network communications

1   including the CSU and DSU circuits. And this is similar to

2   our current services that are provided by AGNS. So that's

3   sort of the demarkation between those two paragraphs.

4   And then there were some questions about how

5   problems with these two areas are referred. Initially the

6   CITIC contractor will refer problems with network circuits

7   to the AGNS contract because as we discussed before, we

8   can't really hold you responsible for something you are

9   not doing.

10   If the option for WAN/VAN services is invoked,

11   then the CITIC contractor is responsible for all of the

12   WAN/VAN problems, both management and services.

13   I'm hoping that helped clear it up. I made Mia

14   stay because I can read CSU/DSU, but that's about it.

15   [Laughter.]

16   MS. BERARDINO: So if anybody has anymore

17   questions, speak now or we'll let Mia free.

18   I know what she's hoping.

19   [No response.]

20   MS. BERARDINO: Okay. I hope that cleared

21   that up. Doing well so far.

22   Okay. We got a couple questions about the use

23   of CLIN 500. I've got a couple notes here, I hope this

1   makes sense. First of all, I want to make it clear that the

2   purchases of hardware and software to support ongoing

3   operations and maintenance are to be included in the

4   fixed price CLIN, the 200 series.

5   Hardware and software procurements that will

6   support major technology upgrades as described in your

7   IT infrastructure management plans after contract award

8   will be included in CLIN 500. So with your proposals

9   there shouldn't be anything in CLIN 500. We believe that

10   the majority of staff on board should be capable of

11   installation and support in the vast majority of cases.

12   Therefore, in most cases there should be no additional

13   labor costs associated with installation and support of

14   these major technology upgrades.

15   Now, the government does understand that in

16   some cases additional labor or reductions in labor for

17   short or long-term may be associated with these major

18   technology upgrades. If there are changes in labor costs

19   associated with infrastructure changes outlined in your IT

20   infrastructure management plan, again, we're talking after

21   contract award, these changes to the fixed price CLINS

22   should be highlighted in the IT infrastructure

23   management plans.

1   So I tried to do that in a structured way. I got

2   some confused faces, so let me have it, if anybody has

3   any questions about how those are related.

4   PARTICIPANT: [Off mic.] On the second part

5   of the CLIN 500 --

6   MS. BERARDINO: The CLIN 500 is primarily for

7   after contract award. If in your IT management plan you

8   have identified a major technology upgrade purchase,

9   that's where we would put the cost associated with that.

10   But as far as with the proposals, ongoing, day-

11   to-day operations and maintenance, hardware/software

12   purchases, those should be in CLIN 200 series.

13   A couple of nods, a couple of, not sure. Oh,

14   here we go. This is where I get myself into trouble.

15   MR. SHARPSTEN: Well, it's not a matter of

16   getting yourself in trouble. We are just looking for

17   clarification. I mean, bring to bear processes that would

18   benefit CMS, I mean, in some cases it is necessary to

19   change operational procedures, hardware and software

20   units that are currently in place without being able to

21   apply those changes to CMS, we can't -- it would be

22   difficult to adequately bid what we believe our labor rates

23   are going to be.

1   In other words, by putting new hardware

2 elements in place, we may be able to reduce staff -- what

3 we believe to be appropriate staffing levels. And you're

4 saying, those things can't be included in the bid, in the

5 prop?

6   MR. HEBBEL: Well, it sound to me like what

7 you're talking about would be considered ongoing

8 maintenance. I mean, you're saying to make the change

9 it would be ongoing maintenance of hardware and/or

10 software.

11   [Panel conferring.]

12   MR. SHARPSTEN: I guess the issue here is that

13 if the contractors are all limited to saying, these are the

14 labor rates that we are going to provide based upon what

15 we know about CMS, then we can't bid any efficiencies in

16 based upon processes that we currently have employed at

17 other places which may require the use of software and

18 hardware that you're in essence, I guess, kind of

19 restricting or tieing our hands with what we can and can't

20 do.

21   MR. HEBBEL: We'll try to get you a response in

22 writing as quickly as we can, but I would say, put that in

23 writing to make sure we answer you the right way.

1   [Panel conferring.]

2   MS. BERARDINO: Hold on, we're thinking about

3 this. You guys can keep thinking too.

4   [Pause.]

5   MS. BERARDINO: We'll continue to think about

6 this one in the back of our minds and then I'm going to

7 go through what I hope are easier ones.

8   [Laughter.]

9   MS. BERARDINO: And then what we'll do is

10 we'll break and sort of let people regroup and we'll try to

11 address this one. Because I think we're going to have

12 trouble doing this one in writing because I'm not even

13 sure what that question is. So let me go through what I

14 think are easier ones and we'll definitely come back to

15 this one because I think it's a hard question.

16   Okay. There were some questions about

17 providing information on the Siteman database and I

18 believe in the package that Brian sent out last week you

19 got a listing of the data elements. There was a request

20 for the schema of the database and we are not going to

21 provide that. And I want to remind everyone that CMS

22 does own the Siteman database, but it is a proprietary

23 software. So we gave you what we could.

1   Any questions about that?

2   MR. ESCOBAR: I was just trying to get the

3 implications of the last two sentences, CMS does own it,

4 but it is proprietary. What does that mean to us?

5   MS. BERARDINO: The way I understand it and I

6 wish I hadn't let Angela leave. It's essentially just like

7 WordPerfect. We bought it, we own it, but we can't make

8 changes to it.

9   MR. ESCOBAR: Okay.

10   MS. BERARDINO: That was easier than I

11 thought.

12   Okay. I got some questions about the regional

13 office training facilities. Basically people just wanted

14 some assumptions about what's out there in the other

15 regions. The training facilities in each regional office are

16 basically a single room like we saw in Philadelphia with

17 computer equipment and projection equipment. And I

18 believe the regions each gave you information detailing

19 what they had at each regional office. And for the

20 training room for the maintenance that's required is

21 limited to the maintenance of the equipment that's in

22 those rooms.

23   And, I think we had answered a question

1   generally about what the CITIC contractor is responsible

2   for with respect to the regional offices training. But in

3   general, training at the regional offices is limited to CBT

4   or other non-instructor-led training. However, if there's

5   training associated with a major upgrade or change that

6   requires training of the majority of the regional office

7   staff where there might need to be an instructor-led

8   training course, that should be addressed in your IT

9   management plan when that upgrade or change is

10 proposed. And then those would be handled on a case-

11 by-case basis, but in general the regions don't have

12 standard WordPerfect classes or anything like that. They

13 just sort of operate that for other training classes that

14 people come in and teach and then for the IT

15 infrastructure it would be either CBT that they could

16 access there. I believe that's consistent with the answer

17 that we posted before.

18   Does anybody else have any questions on that

19 one?

20   [No response.]

21   MS. BERARDINO: Okay. Good, we still have

22 some help in the room.

23   There was a handout provided for the level of

1   detail for the BOEs. And there is actually going to be an

2   amendment that modifies Section L.5.3.13 that relates to

3   that handout. I don't know if people have had a chance

4   to look at the handout, but it basically divides the detail

5   into what we're looking for detailed BOEs. And I can go

6   through and read those.

7   Basically CLIN 201, 204, 205, 206, 207, 208,

8   302, and 303, we are expecting detailed BOEs. We are

9   expecting a high-level look at the BOEs for the desktop

10 which is CLIN 202, and the telephone add, move and

11 delete which is CLIN 203. And then we don't expect to

12 see any BOEs for CLIN 100 which is the CIO SP-2 fee;

13 CLIN 301 which is the task order pool; CLIN 400 which is

14 the incentive fee pool CLIN 500 for the pool for major

15 technology upgrades, and then the other paragraphs

16 which are reserved for future consideration which are the

17 WAN/VAN services for both the QualityNet, the MDCN, as

18 well as the web hosting sections.

19   I know you haven't had a chance to really look

20 at this, but if you have any questions that immediately

21 jump to your mind, we can try to field those now.

22   [No response.]

23   MS. BERARDINO: If not, that can be one of the

1   ones you keep in the back of your mind to continue to

2   think about.

3   The next questions, we had a lot of questions

4   about the page limits for the quotes. We did get a

5   request to change the page limit for program

6   management. We are not going to change the page limit

7   for program management. We believe that between the

8   information in the integrated management plan and the

9   quote there should be a sufficient opportunity provided to

10   provide the needed information. Remember that your

11   draft integrated management plan is due with the program

12   management quote.

13   There was also a question whether the sample

14   engineering task counts against the page limit for

15   engineering services? Yes, it does. However, we are

16   going to be changing the page limit for the engineering

17   services section from 30 to 35 pages due to some of the

18   new additions to the TORP.

19   There was one more question about page limits.

20   There was a question about whether the cross-reference

21   and compliance matrices that are in Section L.5.3.1 count

22   against the page limits for each section. And the answer

23   is, yes, those compliance matrices do count against the

1 page limits for subsections B through H. Those are pretty

2 straightforward.

3 There was a question about whether or not --

4 how the desktop catalog should be provided. The

5 government would like the desktop catalog to be provided

6 in hard copy as well as soft copy. The soft copy can be

7 web-based, if you want to give it to us in an HTML format

8 and we will make sure that we change the TORP. Right

9 now we say Office 97, but actually you can read that in

10 HTML. So, you can do that.

11 There was a question asking about our annual

12 expenditures for IT consumables which we are not going

13 to give you the answer for.

14 Let's see. I believe someone asked if they could

15 get a soft copy of Section J.6. I believe that went out

16 with Amendment 8 which I think everyone received.

17 PARTICIPANT: Amendment 8?

18 MS. BERARDINO: Yes, Amendment 8, I believe,

19 should have been sent out by NIH yesterday. I saw it

20 yesterday. It should have a new J.6 attached to that in

21 electronic format.

22 I'm getting some heads shaking no that we

23 didn't get it.

1   MR. HEBBEL: Call me if you don't have it.

2   Because, I mean, I have verification that NIH did send it

3   out. At least they sent me a copy.

4   MR. ZETLMEISEL: [Off mic.] We may not have

5   received --

6   MR. SHARPSTEN: Just a minute with regards to

7   amendments. Don talked about some changes that were

8   going to be made to the TORP for security sections, those

9   are included in that amendment?

10   MS. BERARDINO: They are not in Amendment

11   8. Those will be future amendments.

12   MR. SHARPSTEN: Okay.

13   MS. BERARDINO: Amendment 8 primarily clears

14   up -- let me see if I can remember this correctly -- some

15   of the disaster recovery requirements and some other

16   clean up. But I think we've already addressed any

17   questions that have been posted on the web.

18   PARTICIPANT: [Off mic.]

19   MS. BERARDINO: Right. The new J.6 that went

20   with Amendment 8, I believe it's your first electronic copy

21   of J.6, did have some updated maintenance information in

22   it. So we are trying to get you that information as up-to-

23   date as possible.

1   The requirement in Section L.5.3.1.1 requires

2   that each quote restate the requirement or group of

3   requirements in nine point italics font. You only need to

4   restate the "shall" statement, not the entire statement of

5   work section. So that should help with some of the page

6   limit concerns we had.

7   MS. GOLD: Would you repeat that, please?

8   MS. BERARDINO: The requirement in L.5.3.1

9   states that you are required to quote each requirement or

10   group of requirements in nine point italics font in your

11   quote. What we are saying is, only restate the "shall"

12   statement. You don't have to restate the entire section of

13   the statement of work because there are some sections in

14   there that don't have "shall" statements.

15   In Section F.5.30.g, we have a requirement that

16   says, at a minimum construct a matrix showing the

17   presumed number of users affected. And this is for -- I

18   believe it's for Tier 2 servers.

19   There was a request to provide data to help you

20   in doing that. Unfortunately, we don't have that data to

21   provide you to help you with constructing that matrix. So

22   we can't really provide that for you.

23   There was a question under the financial

1   management section which is C.3.1.3. The question was,

2   are CLINs 205, which is the QualityNet, 206

3   videoconferencing for Woodlawn, and 207

4   videoconferencing for Washington, D.C. and regions

5   excluded from this requirement. And the answer is no.

6   You are to include those in the financial management

7   requirements.

8   A couple of changes that will be coming out to

9   Phase I. There will be a modification to Phase I that we

10   want to let you know about. The first one is, I don't

11   believe we ever reflected the name change from HCFA to

12   CMS in our Phase I TORP. But we are asking that your

13   studies do reflect the name change of CMS.

14   The second is, I believe we asked for ten copies

15   of the study. We are changing that to 25.

16   And the third, which I believe was already

17   posted on the web, we are going to eliminate the

18   reference to the business goals that was identified in

19   Section C.3.1.1. And that modification is in the works,

20   but I am not sure when you'll receive it. So I wanted to

21   make sure that you were aware of those three changes. I

22   don't think there's anything earth shattering there.

23   And as I said before, you should have received

1   Amendment 8. And as we have been changing the TORP

2   consistently, we have been trying to get amendments out

3   to you as soon as possible. There is a new amendment

4   that will be coming out in a couple of weeks that I wanted

5   to make sure everyone is aware of. This amendment will

6   include a new section under engineering services related

7   to voice communications. We are going to add a section

8   asking the CITIC contractor at contract award to conduct

9   an in-depth study that identifies alternatives available for

10   the CMS voice communication solution.

11   I'm waiting to see if there are any questions on

12   that one. I wanted to let you know now because it may

13   not get to you in a timely manner. But I want to be

14   aware that that will be coming out.

15   MR. ESCOBAR: On that particular section, I

16   assume that that would be -- Marc Escobar SAIC.

17   There are some in Section L for those sections

18   that say, do a high level versus a detailed approach. I

19   assume on that one you would want a detailed approach?

20   MS. BERARDINO: A detailed approach to

21   conduct the study?

22   MR. ESCOBAR: Yes.

23   MS. BERARDINO: I would have to look back at

1   my TORP to see which ones are high level versus detail.

2   MR. ESCOBAR: Yes, it's a special instruction for

3   engineering services.

4   MS. BERARDINO: That is true, we do want a

5   detailed approach for the new study for the voice

6   solution.

7   MR. ESCOBAR: Okay. Thank you.

8   MS. BERARDINO: Are there any other questions

9   about that change?

10   MR. TSIKERDANOS: Bridget, John Tsikerdanos,

11   Lockheed Martin. You are going to require BOE for that

12   engineering service addition?

13   MS. BERARDINO: The BOE will only be related

14   to conducting the study.

15   With that, I think that's all the questions I had

16   related to contract items.

17   MR. HEBBEL: I have something.

18   MS. BERARDINO: One more for Brian.

19   MR. HEBBEL: The question was, we are

20   requesting the original purchase price in gross asset value

21   and the data purchased for items listed in Section J.6.

22   And we discussed that internally and decided that we're

23   not going to provide that to you.

1   MS. BERARDINO: I have about 20 after 11, and

2   I do want to spend some time sort of conferencing with

3   our experts up here to make sure we get an answer to the

4   question about CLIN 500 versus CLIN 200. So, if we can

5   break for maybe 15 minutes, that way we can come back

6   and maybe answer that and then leave you free for the

7   afternoon. So we'll come back at -- well, we'll shoot for

8   11:35. Hopefully we'll be ready by then. And you guys

9   can think about what you've heard and let us know if

10   there are other questions.

11   [Brief recess taken at 11:20 a.m.]

12   MR. HEBBEL: Okay. Do we have everybody

13   here or almost everybody anyway. In terms of the

14   question, I guess the specific question is, what costs can

15   be included in CLINS 200 and 500. We are going to have

16   to get back to you with a response, I think that will

17   address the question at hand. We have some differing

18   opinions internally in terms of how you should submit

19   your proposals. So we need to regroup and get back to

20   you.

21   MS. HARMON: So thanks for making us have

22   our own fight among ourselves.

23   [Laughter.]

1   MR. ESCOBAR: Sorry about that.

2   MS. HARMON: I would have had a nice

3 afternoon.

4   [Laughter.]

5   MS. BERARDINO: Just some closing thoughts

6 that Brian and I have. First I want to remind you, Friday

7 is the due date for all questions. And what I am asking is

8 that you take a look at what you've gotten and submit

9 everything that you believe you need to do your proposal

10 in that round of questions. Because as you saw today,

11 we've been getting written questions all along and we've

12 been trying to answer them either on the web or in these

13 meetings.

14   But I want to make sure that you have a chance

15 to submit all the written questions. Anything today that

16 you heard that we were going to get back to you on, or

17 you didn't understand, please submit them by Friday and

18 we'll get back to you in writing. Because we do have

19 some open action items that we are working on, but on

20 our side I don't want to spend a lot of time tracking them

21 down if you feel you've already gotten the answer that

22 you need. So I want to make sure you're clear on what

23 you need.

1   And then a second part of that is that our goal

2 is to have all the answers to those questions posted on

3 the web by the 15th or delivered to you by October 15th

4 so there's no last minute surprises on the 31st. So that is

5 our goal. So if you don't see it by the 15th, chances are

6 you are not going to get it.

7   [Laughter.]

8   MR. TSIKERDANOS: You gave us time to think

9 too. John Tsikerdano, Lockheed Martin. On your BOE

10 listing here by specific CLINs, you don't segment out

11 what's on the top of chart B-3 which is, for example,

12 project management -- program management. And do

13 you have -- first of all, do you want the hose assigned to

14 any of those items on top of the chart? Do you want

15 them assigned to specific CLINs? And if so, how do you

16 want the BOE to what level of detail?

17   MS. BERARDINO: I'm going to have to ask you

18 to repeat it. I'm trying to understand the question,

19 you're talking about Table B-1?

20   MR. TSIKERDANOS: Yes, Table, I believe, B-3.

21   MS. BERARDINO: At the top? B-3.

22   MR. TSIKERDANOS: There's a whole listing of

23 scope of work effort that's not assigned to specific CLINs.

1   MS. BERARDINO: Right.

2   MR. TSIKERDANOS: Do you foresee assigning

3 those to any specific CLINs? Or how do you prefer to see

4 those -- that is, cost represented back to you? And if so,

5 to what level of detail do you want the BOE?

6   MS. BERARDINO: I have to punt this one. Hold

7 on.

8   MS. COUCH: Hello. Wendy Couch with CMS.

9   Our intent for these is each of these kinds of

10 activities has applicability to each of the CLINs and we

11 want you to price it within its applicable CLIN. If you're

12 doing program management for the webcasting services,

13 then include that portion of program management in your

14 webcasting CLIN. When you're pricing out the baseline

15 work, the portion having to do with technical support

16 services having to do with CLIN 201, price that within 201

17 in the applicable areas.

18   Does that answer your questions?

19   MR. TSIKERDANOS: Yes.

20   MS. BERARDINO: Are there any other questions

21 on that?

22   [No response.]

23   MS. BERARDINO: Okay. Those were my wrap

1   ups. I believe Brian has a few wrap-up instructions also.

2   MR. HEBBEL: Just as a reminder, the bids are

3   due on November 1st. Oral presentations will be

4   November 14, 15, and 16. And we anticipate having the

5   first rounds of negotiations sometime in mid-January.

6   I just want to talk a little bit about the oral

7   presentations. We haven't discussed this at all. So just

8   as a -- you might want to take some notes in terms of

9   what we want.

10   By November 1st, we would like you to send in

11   a preliminary schedule of what's going to happen the day

12   of the oral presentation. And the reason we would like

13   you to do that is we would like to make sure that we have

14   the appropriate subject matter experts available at

15   specific times when you think you're going to be

16   presenting their various topics. As you can see, we have

17   a lot of SMEs with specific areas and we don't want them

18   sitting around the whole day through your presentation.

19   So if you can provide me some kind preliminary schedule

20   on November 1st, that would be great.

21   Just as another point, when you present your

22   oral proposal, what we would like you to do is segregate

23   out the discussions concerning dollars with your technical

1 discussions. When you are discussing your technical

2 proposal, you can discuss hours or quantities of any stuff

3 that you may need in the process, but we don't want to

4 discuss dollars at that time. So when you prepare your

5 schedule of how you are going to present your oral

6 proposal that specific day set aside some time to discuss

7 dollars if you think that's appropriate. But don't include

8 dollars.

9 If you're going to talk about any specific CLIN

10 from a technical aspect, we would prefer you not to

11 discuss what the total dollar amount of that CLIN for each

12 year and the out years is going to be. We would prefer

13 you to have a separate discussion in your presentation

14 related to dollars.

15 Any questions regarding that?

16 [No response.]

17 MS. BERARDINO: So, with that, we'll await your

18 questions on Friday. And I believe that's it. So, please

19 submit your questions by Friday. Uh-oh, one more

20 question.

21 MR. TSIKERDANOS: Just one comment. With

22 regard to your BOE clarification there, could we just get

23 that in writing maybe on the web site or somehow just to

1 get it --

2   MS. BERARDINO: The handout, the level of

3 detail?

4   MR. TSIKERDANOS: Yes. You made some little

5 slight clarification about how you wanted it spread across

6 the various CLINs for not --

7   MS. BERARDINO: For Table B-3. Yes, we can

8 put something on the web site for our Q&A on that one.

9   MR. TSIKERDANOS: All right. Thanks.

10   MS. BERARDINO: Okay. Other than that we

11 will look for your questions on Friday and contact Brian to

12 schedule your oral proposal date.

13   Thank you.

14   MS. HARMON: Thank you all.

15   [Whereupon, at 11:47 a.m., the CITIC meeting

16 was concluded.]

<u>C E R T I F I C A T E</u>

This is to certify that the foregoing Centers for
Medicare and Medicaid Services, Consolidated Information
Technology Infrastructure Contract (CITIC) Study Group
Technical Discussion was held on Tuesday, September 25,
2001, and as reported by me, Cynthia D. Thomas, was
transcribed as herein appears, and this is the original
transcript thereof.

_____

Cynthia D. Thomas

Court Reporter